

**DEPARTMENT OF THE ARMY  
51ST TRANSPORTATION COMPANY (PLS)  
UNIT 30020  
APO AE 09166**

AETV-SCS-TB

28 MAY 2001

MEMORANDUM FOR 51<sup>st</sup> Transportation Company Soldiers

SUBJECT: Policy Letter #3, Equal Opportunity Complaint Procedures

1. **PURPOSE.** To ensure all soldiers, family members, and civilian employees of the 51<sup>st</sup> Trans Co. are aware of my policy on equal opportunity (EO) complaint procedures.
2. **APPLICABILITY.** All soldiers assigned to 51<sup>st</sup> Transportation Company.
3. **BACKGROUND.** There are two types of complaints in the EO realm, informal and formal. Both types are serious and will be treated with the same concern. An informal complaint is one that is presented to another individual in the unit or chain, but not filed in writing. I encourage all unit members and family members to attempt to resolve the conflict at the lowest level possible. If resolution is not achieved using informal complaint procedures, the next step is to file a written, formal complaint. A formal complaint is submitted in writing on a DA Form. At a minimum, the complaint will identify the alleged concern, including names and parties involved, and witnesses. Furthermore, it will include a description of the incident with the date(s) of the occurrence(s) and state the EO basis for the complaint. Personnel filing a complaint have 60 calendar days from the date of the alleged offense in which to file.
4. **POLICY.**
  - a. It is the right of every soldier, family member, and DA Civilian to present complaints to the chain of command without fear of intimidation, reprisal, or harassment. The individual reporting the incident has the option to attempt to resolve the complaint by first informing the alleged offender that the unwanted, offensive behavior must stop. Additionally, if the individual feels comfortable, the chain of command should be informed, allowing them the opportunity to take appropriate actions.
  - b. Although processing an EO complaint through the chain of command is the preferred method of resolution, other agencies are available to assist in such matters: higher echelons of the chain of command, EO Advisor, Chaplain, Inspector General, Provost Marshall/CID, Medical Agencies, Staff Judge Advocate, Housing Referral are just a few examples. The complaint system program is your program. Submit only legitimate complaints and exercise caution against unfounded or reckless charges. Regardless of which agency receives the complaint, the ultimate resolution still rests with the chain of command. Therefore, it is usually best to attempt to use the chain of command FIRST.
5. **SUPERSESSION.** This policy letter supersedes all other 51<sup>st</sup> Trans Co. EO Complaint Policies.
6. **EXPIRATION.** This policy letter expires 28 MAY 2002.

KRISTEN A. NELSON  
CPT, TC  
Commanding